

STRATEGIC GOALS:

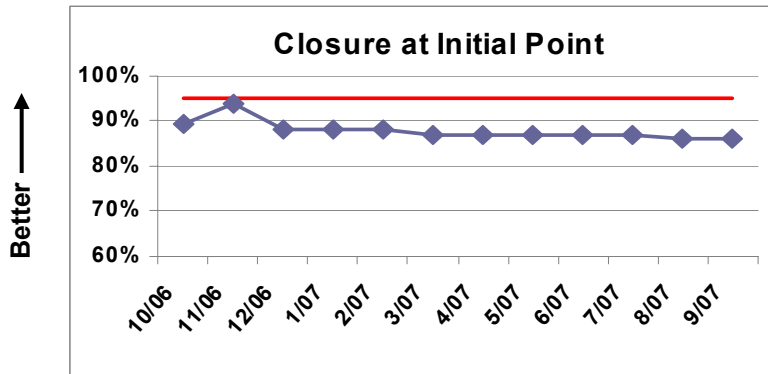
- II. Foster a work environment that values quality, respect, diversity, integrity, openness, communication and accountability.*
- III. Sustain a high performance culture utilizing staff development, technology and Internal Capacity Innovative leadership and management strategies.*

MEASURE:

Percent of telephone inquiries closed at initial point of contact.

Closure at Initial Point of Contact

Target: 95%



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
07/08	87%	86%	86%									
06/07	87%	87%	86%	89%	94%	88%	88%	88%	87%	87%	87%	87%
05/06	86%	86%	86%	86%	90%	96%	89%	89%	92%	91%	87%	87%

INITIATIVE: *Improve staff training and knowledge*

Initiatives	Milestones
Increase knowledge level of phone agents to answer member questions.	<ul style="list-style-type: none"> By December 31, 2007, develop a formal training plan to provide second level in-depth program knowledge and other advanced skills for CSED staff entering the RPS level, and by June 30, 2008 launch the plan.

COMMENTS:

- Second level escalation teams are being created to assist in closing additional inquiries (3 teams have been identified).
- RPS II positions have been approved, and recruitments are underway to hire journey level staff to close the more difficult calls.
- Second level training is being developed that will result in an increased closure rate.

CUSTOMER SERVICE AND EDUCATION DIVISION DASHBOARD



STRATEGIC GOAL:

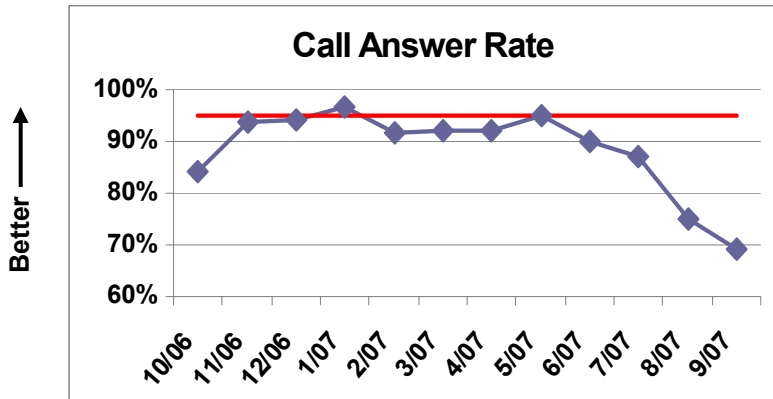
V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

MEASURE:

Answer before the caller abandons call, due to wait time.

Call Answer Rate

Target: Answer 95% of calls offered.



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
07/08	87%	75%	69%									
06/07	88%	89%	80%	84%	94%	94%	97%	92%	92%	92%	95%	90%
05/06	81%	73%	71%	84%	73%	77%	65%	60%	79%	82%	89%	92%

INITIATIVE: *Improve Customer Service*

Initiatives	Milestones
Provide additional options to members for long wait time.	<ul style="list-style-type: none"> By November 28, 2007, install and begin using virtual hold technology as a tool to improve customer wait times. By March 31, 2008, review and assess wait times and customer satisfaction based upon use of virtual hold. By January 1, 2008, recruit, hire and train additional RA and Student staff.

COMMENTS:

- Several events increased phone volumes substantially: Mailing of 600K Health Plan statements; Board election mailing; and the 2007 Open Enrollment impacted more members than usual.
- During this time we had an increase in staff turnover and training.
- An effort is underway to recruit additional retired annuitants and student assistants to cover telephone activity during peak periods.
- Managers and supervisors received professional call center training from the International Customer Mgt Institute in 10-07.
- Virtual Hold technology will be installed & implemented 11-28-07.
- New schedules that align breaks and lunches by unit are being developed to improve adherence.
- New and existing staff are being trained on schedule adherence; this should assist us in meeting our 95% goal on a regular basis.
- Exploring entering partnerships with the Employer Contact Center to address periods of high phone volume.

CUSTOMER SERVICE AND EDUCATION DIVISION DASHBOARD



STRATEGIC GOAL:

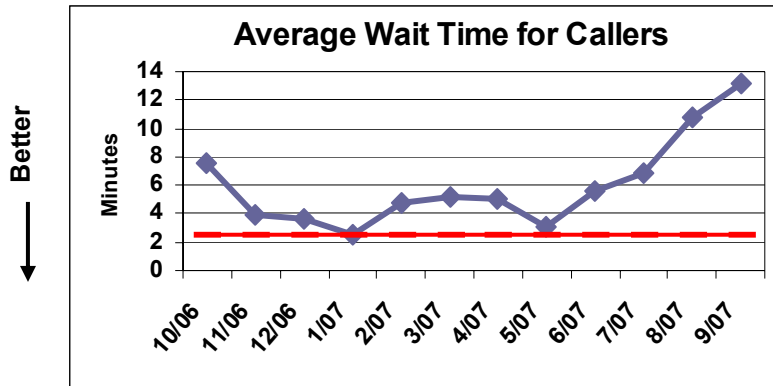
V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

MEASURE:

The length of time the callers wait for an agent after leaving the IVR and entering the queue.

Average Wait Time

Target: Answer calls within a monthly average of 2 minutes and 30 seconds.



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
07/08	6:55	10:49	13:10									
06/07	6:29	5:42	10:30	7:34	3:53	3:37	2:37	4:50	5:10	5:04	3:04	5:39
05/06	8:43	11:24	12:18	7:15	10:36	9:41	14:42	16:48	9:35	7:58	5:16	4:33

COMMENTS:

- Several events increased phone volumes substantially: Mailing of 600K Health Plan Statements; Board election mailing, and the 2007 Open Enrollment impacted more members than usual.
- During this time we had an increase in staff turnover and training.
- An effort is underway to recruit additional retired annuitants and student assistants to cover telephone activity during peak periods.
- Managers and supervisors received professional call center training from the International Customer Mgt. Institute in 10-07.
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INITIATIVE: *Improve Customer Service*

Initiatives	Milestones
Provide additional options to members for long wait time.	<ul style="list-style-type: none"> • By November 28, 2007, install and begin using virtual hold technology as a tool to improve customer wait times. • By March 31, 2008, review and assess wait times and customer satisfaction based upon use of virtual hold. • By January 1, 2008, recruit, hire and train additional RA and Student staff.

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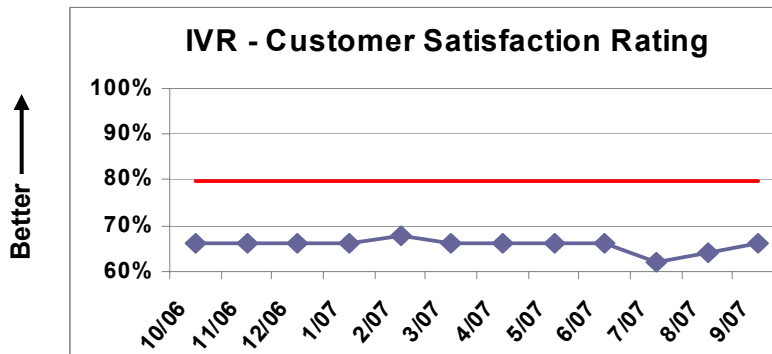


STRATEGIC GOAL:

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

MEASURE:

Receive overall customer satisfaction rating for the Interactive Voice Response (IVR) system.



IVR Customer Satisfaction Rating Target: 80% Rating

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
07/08	62%	64%	66%									
06/07	66%	66%	64%	66%	68%	66%	66%	68%	66%	66%	66%	66%
05/06	70%	64%	66%	66%	68%	66%	64%	62%	62%	64%	66%	68%

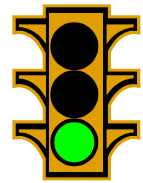
INITIATIVE: *Improve Customer Service*

Initiatives	Milestones
Evaluate and improve the IVR system so it is more user friendly for members.	<ul style="list-style-type: none"> By September 30, 2007, assess improvements based upon the 2006 IVR restructure (Completed) By December 31, 2007, identify additional improvements based upon the outcome of the assessment. By June 30, 2009, in conjunction with implementation of the PSR project, provide member authentication on the IVR. Accenture Opportunity By September 30, 2009, in conjunction with PSR implementation begin to provide self service opportunities on the IVR comparable to services provided on the web. Accenture Opportunity

COMMENTS:

- Review of the IVR system was completed and has indicated the need to streamline the available options and provide self service capabilities only. By April 1, 2008, we will have completed the process to simplify the IVR.
 - In November, virtual hold technology will be installed and implemented. This should lower wait times by allowing callers to opt for an automatic call back if the wait time exceeds a pre-set standard.
- Post-PSR:**
- In the future, member authentication will enable IVR to provide callers with personalized service based upon their current requests.

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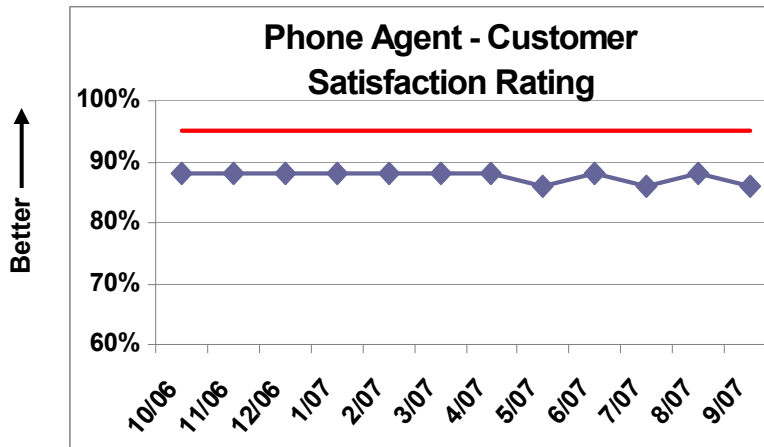


STRATEGIC GOAL:

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

MEASURE:

Establish customer satisfaction rating.



Phone Agent Customer Satisfaction Rating Target: 95% Rating

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
07/08	86%	88%	86%									
06/07	86%	86%	88%	88%	88%	88%	88%	88%	88%	88%	86%	88%
05/06	86%	86%	88%	86%	86%	86%	86%	86%	86%	88%	86%	88%

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COMMENTS:

- Virtual Hold technology will be installed and implemented November 28, 2007.
- By April 1, 2008, we will have completed the process to simplify and streamline the IVR.
- Initial steps are being taken to recruit, hire and train RA and Student staff.
- In the phone area, we are focusing on schedule adherence to improve call wait times and customer satisfaction.